

doncare

Mission, Vision and Values

Our Mission

We aspire to working within a community where *all those in need* are offered a helping hand to overcome adversity whilst retaining their dignity.

Our Vision

We recognise the diversity of our community needs and offer practical help across all life stages, through our dedicated team of volunteers and staff.

We are committed to securing long term funding for the ongoing delivery of programs.

We encourage local people to take pride in Doncare as their source of community support and to share our passion for 'strengthening the local community' through helping others overcome adversity.



Our Values

Integrity

We strive to show impartiality, fairness, independence and honesty in everything we do.

Professionalism

We demonstrate high professional standards. We aim to get it right first time and to be courteous in all our dealings. We seek to learn both from the things we do well and the things we do less well.

Openness

We are accountable to our community, our donors and our funding bodies. We aspire to be open and approachable.

Valuing our people

Our staff and volunteers are important and we value their skills, knowledge, diversity and enthusiasm. We are committed to providing leadership, keeping people informed, promoting a balance between work and home life, and developing skills.

Partnership

We are committed to working together with associated agencies, community groups, local businesses and government departments.

Inclusiveness

We promote acceptance of diversity and believe in equal access for all.

Non-judgemental

We are an independent agency, not aligned to any government, commercial, institutional, political or religious organisation.

Generosity of spirit

We promote a strong and healthy community where generosity of spirit is encouraged.

A message from our Patron



I have thoroughly enjoyed my continued association with Doncare over the past year.

As many of you will know, I am a passionate advocate for victims of domestic violence and campaign endlessly to address the failures in the government processes relating to the protection of women and children.

Doncare's programs and services that support women and children who are experiencing and recovering from domestic violence, and, most importantly, educating young people to identify the warning signs, are a wonderful fit with my passion and mission.

This year I have attended several Doncare functions. I was delighted to speak at a High Tea event in April which *Blush by the Veneto Club* organised to raise funds for Doncare.

I also attended and spoke at the *Stakeholders Event* and met with Board Directors, staff, sponsors, volunteers and donors. I was interested to see the mini expo of Doncare programs, including a 'pop-up' op shop, statistical information and 'how you can

help' signs. Doncare's President, Tony Monley, urged people to consider what contribution they, as an individual or as part of a large group/club, can make to the Manningham community. It was also a joy to watch a performance by Doncare's choir, Survivors and Supporters Sing (SaSSing).

Whilst my tenure as Australian of the Year has ended, I continue to be very busy advocating to give victims of domestic violence a voice and calling for systemic changes as CEO of the Luke Batty Foundation and the Never Alone campaign.

I look forward to working more closely with the Doncare team in 2017 and beyond.

Rosie Batty
Doncare Patron 2016

Rosie

Board of Directors



Tony Monley
President

Areas of Expertise
Governance, Risk Management and Financial Control



Raymond Burnett
Vice President

Areas of Expertise
Executive leadership within Community Services, Welfare, Disability and Health



Des Galgut
Treasurer

Areas of Expertise
Chartered accountant with expertise in business financial management



Dale Nielsen
Secretary

Areas of Expertise
Strategy, planning, project management, child protection and local government



Ron Kitchingman
Member

Areas of Expertise
Extensive local knowledge and experience, two terms on Manningham City Council (Mayor)



Laura O'Brien
Member

Areas of Expertise
Marketing, communications, event management and brand strategy



Brian Tooth
Member

Areas of Expertise
Financial management reporting, systems and budgeting



Maree Bowman
Member

Areas of Expertise
Policy development, quality control and governance



Robyn Healy
Retired Vice-President (2016)

Areas of Expertise
Financial services, change management, and project leadership

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“ Our patron, Rosie Batty, Australian of the Year, has continued tirelessly to raise awareness of our collective responsibility to take a stand against family violence.



President's Report

It's my pleasure as your President to commend to you, the Annual Report of Doncare Community Services.

We've had another very busy year, delivered seamlessly by our dedicated management team, staff and volunteers. You will find details of these programs and their outcomes throughout the Annual Report. A key innovation this year has been the introduction of a Consumer Advisory Group – a network of clients who can help us improve our services with their feedback. On behalf of the Board, I thank this group for their very wise counsel.

In May this year I attended a Rotary International Convention in Seoul, South Korea and was very pleased to see that our patron, Rosie Batty was one of the keynote speakers. Rosie had the opportunity to present her story to a global audience of some 40,000 people – helping to raise awareness of our collective responsibility to take a stand against family violence.

The Board continues to be concerned with the level of funding required to meet the demands in our community. An examination of our financial statements will demonstrate that our services continue to be heavily subsidised by Opportunity Shop income. Whilst we're very fortunate and grateful for this, it does not absolve our various funders from their responsibilities to our community.

We continue to hold strong relationships with key stakeholders, who are strong advocates for Doncare and take a keen interest in our community. On behalf of the Board, I particularly want to thank Silverstone Volvo, Bendigo Bank, Fletchers Real Estate and the Veneto Club for their very generous support this year.

In closing, I once again wish to record my thanks to our CEO Doreen Stoves and her leadership team for their dedication to making this organisation what it is. I thank all our staff and the many volunteers who support Doncare and make such a difference to the wellbeing of our community. I also thank all our funding bodies – Federal, State and Local Government as well as the many philanthropic supporters of Doncare.

Tony Monley OAM
President

Rosie Batty, CEO and Board members at the Stakeholders Event - May 2016.





CEO Rotary Awards

In April 2016, Doreen was named a *Paul Harris Fellow* by the Rotary Club of Templestowe. This award is in recognition of exceptional services to the community.

Rotary International Award for Excellence in Service to Humanity was presented to Doreen in early July by the Rotary Club of Templestowe. This prestigious award is given to non-Rotarians who live the Rotary ideals of “service above self” and is limited to one per Rotary District per year, and is judged by a panel of past District Governors. Doreen accepted this award on behalf of her colleagues who are responsible for the great work done in our community.



CEO Report

What a great year it has been at Doncare.

This year's Annual Report reflects the important role Doncare plays in the lives of our clients. Many of them are in a 'cycle' of disadvantage and marginalisation as a result of one or more unfortunate circumstances. When clients are engaged with the changes they wish to make and the timing is right, startling life changes can occur. Doncare's determination and responsiveness to clients is underpinned by our philosophy of *"we don't do it to them, we don't do it for them, we do it with them"*.

Some of the 2015/16 achievements and challenges include:

- Successful external audit accreditation under ISO 9001:2008 Standards for DHHS funded programs with no non-conformances.
- Developed a thorough Risk Management Plan, which will inform the 2018 accreditation review.
- 2015/16 budget to surplus.
- Extensive interest in the DAWN and iMatter Programs from services across Australia.
- Continued strong partnerships with local and regional services and peak bodies.
- Established a Consumer Advisory Group of current Doncare clients.
- Partnered with SalvoCare - Eastern to provide outreach housing support through placement of a Housing Worker weekly at Doncare.
- Developed a partnership with Information Warrandyte to deliver services to the Warrandyte community.
- Provided emergency relief and material aid support to clients from 47 different cultural backgrounds.
- Budget reduction and funding shortfalls remain a constant challenge for the sector.
- Staff and clients wrote a submission to the Royal Commission into Family Violence.
- Partnered with Manningham services to improve food security for clients.
- The Veneto Club chose Doncare as their charity to support this year. Blush by the Veneto Club held a High Tea in April, a Golf Day in September and a Gala Ball in October. Proceeds from these events and a major raffle will raise funds for the organisation.
- Our social enterprise of seven op shops continues to financially support the local community by raising funds to enhance programs and services that can make profound life changes for our clients.

I hope this report demonstrates what you expect from Doncare. We cannot do what we do without community support, and the support we receive from our local community is nothing short of sensational. On behalf of all of our clients, Board and staff, I thank you all; every donor who has supported our community is acknowledged in this report.

To our major sponsors: State, Local and Commonwealth Governments, Bendigo Bank Doncaster East and Templestowe Village, Silverstone Volvo and the Rotary Clubs of Doncaster, Manningham, Templestowe and Warrandyte - a very big thank you - your support is amazing.

I would like to thank each and every one of our volunteers and staff for your dedication, loyalty and commitment to the values of Doncare. A particular thank you to our fabulous op shop volunteers who are dedicated to raising much needed funds to support our clients.

The Doncare Board of Directors are a very skilled group of professionals who provide expert strategic governance to the organisation. I am grateful for their wisdom and vision as well as the guidance and support they provide to me both personally and professionally.

I thank the Executive and Management teams for their hard work, professionalism, teamwork and support to everyone in the organisation. They are a very experienced, highly skilled team who work together to provide great outcomes for clients.

I extend my thanks to our newly formed Consumer Advisory Group for their feedback and input, which informs us of our services from a client's perspective. And finally, thank you to our clients for what they teach us every day.

Doreen Stoves AM PSM JP
Chief Executive Officer

“Coming together is a beginning, keeping together is progress, working together is success.”

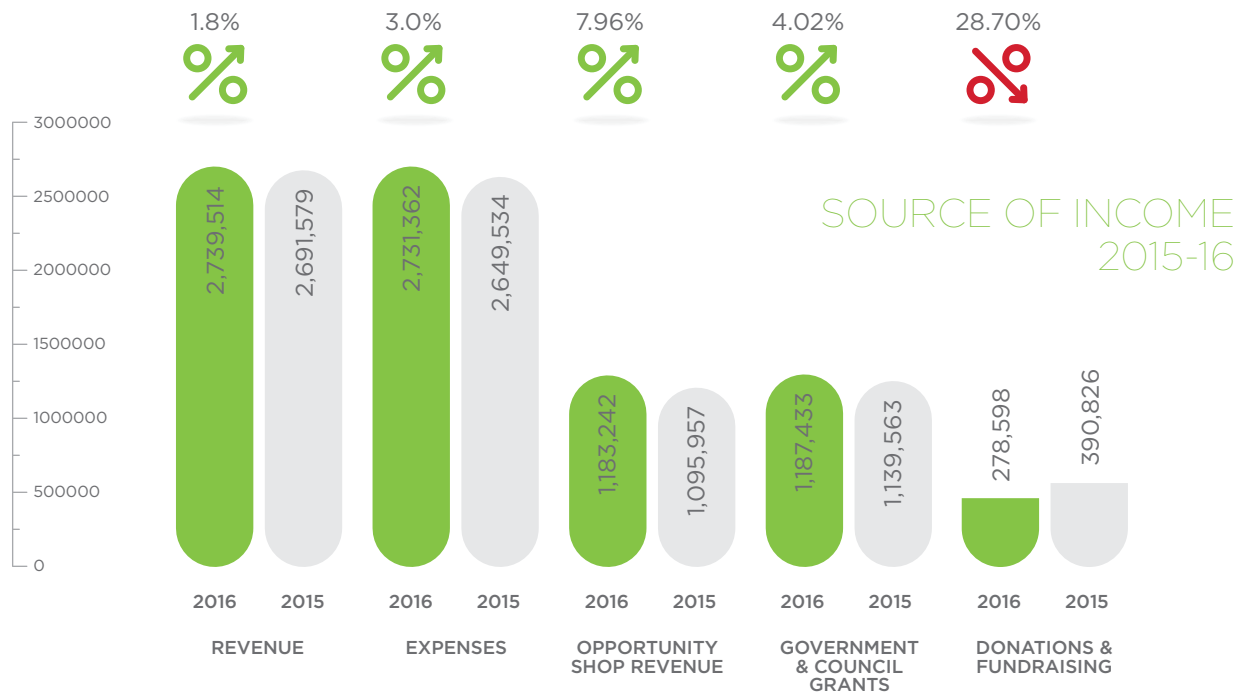
Henry Ford

“ I am pleased to be able to report that Doncare achieved an operating surplus of \$8,152 for the year, in line with our budget.

Treasurer's Report

I have pleasure in presenting my report for the financial year ended 30 June 2016.

Salient features of the operating results are as follows:



As is evident there was a significant reduction in donations and fundraising due primarily to a reduction in philanthropic support for our Case Management Program.

Our seven op shops have generated 43% of total revenue thanks to the wonderful efforts of our managers and dedicated volunteers. This year we took the decision to employ a retail manager to oversee improvement to merchandise and marketing of our shops. To date the results have been positive and we are confident that this decision will drive further revenue growth in the coming years.

Despite the fact that Doncare is substantially supported by volunteer staff, salaries for our paid staff continue to rise under the Equal Remuneration

Order made by the Fair Work Commission and we will be again facing a challenging year ahead. However through careful financial management and planning we anticipate a balanced budget for the coming year.

Our balance sheet continues to remain healthy, with cash reserves of \$776,418 on hand at 30 June 2016 (2015: \$726,180), supporting one of our key performance ratios of maintaining at least 3 months cash reserves to fund monthly operating expenses.

Once again our sincere thanks go to our generous funding bodies, philanthropic organisations and private donors for their continuing commitment to Doncare.

Our Corporate Services Manager, Kerrie McMahon and her team continue to superbly oversee Doncare's finances and I commend them for the diligence and professionalism in this vital role.

Des Galgut
Treasurer



“ An exciting development this year was the introduction of the Doncare Consumer Advisory Group.

Corporate Services

What an incredible year the Corporate Services staff have experienced with numerous opportunities to be involved in functions that may have been outside of our job descriptions.

Corporate Services encompasses three broad areas which are summarised under the headings of Finance, Human Resources and Quality and this unique combination allows us to participate in nearly every activity that takes place in the organisation.

In February of this year we undertook re-certification under the ISO9001:2008 standard, an International Standard recognised around the world as promoting quality practices and improvements in organisations that adopt it in their operations. This is the second certification that we have undertaken and follows two years of maintenance audits to keep us on track. We were delighted to again receive excellent feedback from our external auditors on the quality of the service delivery, the documentation we maintain, and the improvements that we are continuously making to assist our work.

With operating conditions for most Not for Profits becoming more difficult, the budget process has been a critical component of ensuring we remain on target to achieve desired financial results. Doncare operates a lean organisation where we always attempt to meet client needs within a balanced budget. The years financial results indicate that the tremendous effort we put into the planning and execution of these plans has allowed us to meet this important KPI.

With the assistance of Lolita Dowdell and our volunteer Uma Malipatil, we were able to meet all statutory targets and deadlines as well as taking on additional duties to provide much needed income for the delivery of services throughout Doncare. It is unusual for Corporate Services to have the opportunity to contribute to the generation of income however we were able to develop significant additional income through sales of more valuable items via eBay and through regular pop up sales all managed ably and with stoic enthusiasm by Lolita.

An exciting development this year was the introduction of the Doncare Consumer Advisory Group. I am delighted to participate in this group as an independent person and have been astounded by stories that have been told willingly and honestly by a cross section of Doncare clients. Their strength and gratitude for the work undertaken by our staff has been a constant message at each meeting and is the most tangible sign that we are meeting the needs of our community in a respectful and empowering manner.

Risk Management has become an enduring theme in today's workplace and we have a strong commitment from the Board and staff in ensuring we identify and manage risk within our working environment. Under the guidance

of our skilled risk management specialist, Michael Phillips, we have been able to gather a cross section of our workforce from volunteers, staff and management to review and assess risk within the workplace including the shops, and on an on going basis we have been addressing each factor identified and attempting, where possible, to eliminate the risk or if that is not feasible we have tried to mitigate or reduce the impact.

The workplace is constantly changing and it is imperative that we are aware of our need to change and adapt to external requirements whilst maintaining delivery of service to our clients as a central belief. The need to comply with the requirements of our funding organisations will always attract our focus and the majority of our effort, however we are grateful for the opportunity to take on new opportunities to assist Doncare and staff members from other programs in order to raise the profile and work of the organisation.

Kerrie McMahon
Manager, Corporate Services

The former Information and Emergency Relief Program underwent significant change over the course of the year, becoming part of a new service delivery model known as the Information and Crisis Support Program.



Information and Crisis Support

Intake Team

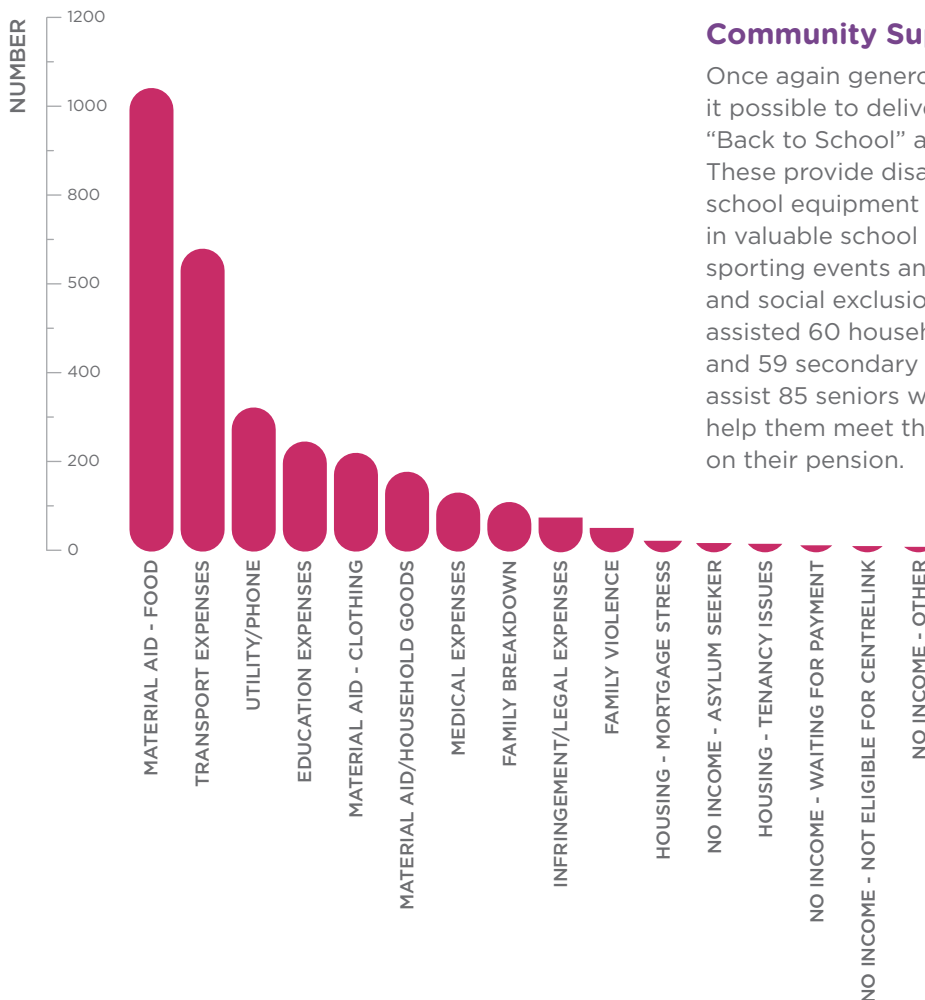


85

seniors assisted with our “Winter Warmth” program

In the new model, which was implemented from January 2016, the Emergency Relief team became the “Information and Crisis Support - Intake Team” and forged closer links with our short term case management team which became the “Information and Crisis Support - Response Team”.

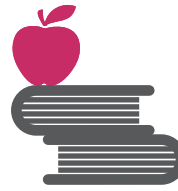
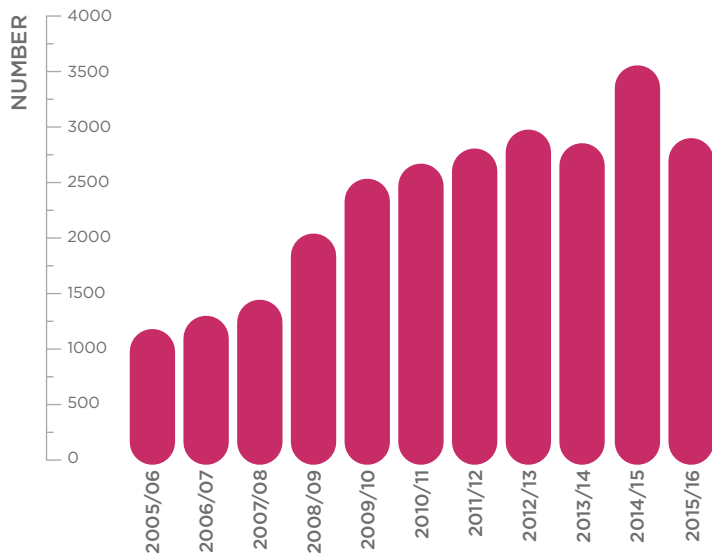
The changes help Doncare to continue to deliver an effective service to families and individuals in crisis despite diminished Federal Government funding. Clients sought assistance for a wide variety of reasons and often for multiple reasons.



Community Support

Once again generous donors in the community made it possible to deliver a range of support such as our “Back to School” and “Student Wellbeing” programs. These provide disadvantaged children with essential school equipment costs and the costs of participating in valuable school activities such as camps and sporting events and aims to help them avoid stigma and social exclusion from their peers. Over the year, we assisted 60 households with 42 primary school children and 59 secondary school children. We were also able to assist 85 seniors with our “Winter Warmth” program to help them meet the costs of utility bills whilst surviving on their pension.

COMMON REASONS CLIENTS SOUGHT ASSISTANCE 2015-16



12
student placements

CLIENT CONTACTS 2015-16

Throughout the year, we also gratefully received extremely generous donations of food from local schools, churches, community groups, clubs and businesses. Without this help from the community we would not be able to provide this necessary lifeline to our clients.

Program highlights

Christmas was once again a great success, with many generous donations of toys and food from the community. We were able to assist 155 households, 54 pensioners and 271 children with Christmas provisions which made a huge difference to them.

We formed a partnership with Manningham City Council's meals service to distribute any excess "ready meals" to our clients who present with food requests. These nutritious and easy to prepare meals have been very popular with our clients.

Doncare has entered a partnership with Information Warrandyte to assist them to develop an emergency relief service from their premises in Warrandyte. This will provide an extremely valuable additional service to Warrandyte residents, many of whom have limited transport options to travel to food banks and emergency relief services in other parts of Manningham.

This year also saw the continuation of the Outreach worker role in Bulleen that was developed last year. Located initially at the Ajani Centre then at the Bulleen Plaza, the worker provided information about services to Bulleen residents and collected useful data which will help with future service provision in the area.

"Connecting Families in Bulleen", a partnership project with Maternal and Child Health Services and which is also based in Bulleen, was formed to provide a play-space and playgroup opportunities for Bulleen families. It is hoped that this will further encourage those families who need further support to learn more about Doncare's services as well as other services in Manningham.

A number of valued and long serving Community Support Workers retired this year. We thank them sincerely for their contribution. We will now be focused on recruiting new volunteers to carry on their good work.

Finally, this year we prepared to farewell Barbara Zeller as she will retire in August. Barbara has been the Manager and then Team Leader of this program for the past 5 years. Her knowledge and experience have been of immeasurable value to the staff and clients alike. We will miss her enormously and wish her well in her retirement.



Megan Holden & Meaghan Jarred in receipt of fresh food donations.



Barbara Zeller and food donations from St Hilary's

“For me, the most satisfying part of the experience was the opportunity to have face to face interaction with clients and helping them to achieve their goals, I wish I could have stayed longer to help more clients.

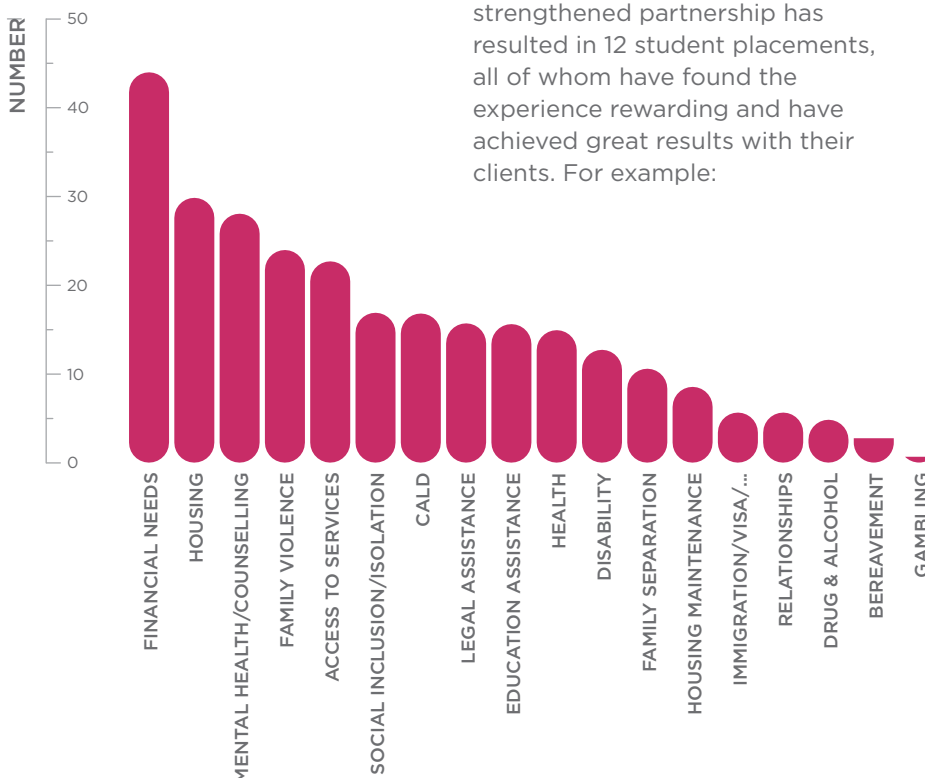
Response Team



271

children received Christmas gifts

SHORT TERM CASE MANAGEMENT ISSUES 2015-16



As the integration of the ICS Intake and Response teams continue. Extensive work has gone into ensuring the programs are responsive to clients who present in crisis. At the same time the Response team continued to offer short term case management to clients who present in crisis and who need longer Doncare involvement to improve their situation.

The issues that clients are struggling with are often complex and varied as shown in the graph below, with the most common presenting issue being financial issues.

This year we further strengthened our links with RMIT who provide most of the Social Work student placements for this program. This strengthened partnership has resulted in 12 student placements, all of whom have found the experience rewarding and have achieved great results with their clients. For example:

“For me, the most satisfying part of the experience was the opportunity to have face to face interaction with clients and helping them to achieve their goals, I wish I could have stayed longer to help more clients.”

“I will remember my time at Doncare as a time when I grew in my understanding of how to best help and support people. The program showed me how to work with clients to work out the best way forward to make their lives better in a planned way.”

This year we also said a sad farewell to Karena Mitchell, who led the team of volunteers and students so skilfully, but we were very pleased to welcome her replacement Angela Mellerick, who has been with Doncare for some years in the Integrated Family Services team.

Ian Clark
Manager, Information & Crisis Support



62

families provided with case management support

“ I really enjoyed receiving the support and now I am able to use skills and the knowledge I have gained from in-home family support services.



Integrated Family Services



This year the Family Services team supported 48 families where there was an identified concern for the welfare of children. On average, this client group also comprised around 56 children from infants to teenagers at any one time, and so the task of supporting parents to be able to focus on the best interests of their children is no small undertaking.

Demand for the service has increased significantly over this year, with many more cases being referred from Child Protection as one factor. The team has managed the increase in the need for a service by carefully focussing on modelling and empowering parents to understand the needs of their children and to advocate for them in accessing appropriate physical, emotional, social and developmental services as needed.

Families who will benefit from the service are referred from a variety of different local sources, many of whom continue to be involved as we work together with the family. The large majority of our referrals are received via Child Protection, however we get a large number of families seeking support for themselves. Other referral sources include schools and community health services.

For most clients, the time spent in the Family Services Program is extremely beneficial and appreciated, and client feedback helps us to maintain a high quality service, for example:

“I am appreciative for all the support as without their help we would not have survived”

“Family Services helped me to help my children to have a functioning family”

Ian Clark
Manager, Family Services

6115

Hours of support provided to 48 families with 56 children



John's Story

John, who has an intellectual disability presented to Doncare on a regular basis, which led to a referral to the Response Team. The caseworker was able to establish that John was living alone with few social supports. Links with DHHS disability services were established and funding sought for ongoing in-home case management support. John was helped with practical strategies for managing his tenancy and his interactions with difficult neighbours who threatened his well being.

Mary's Story

Mary, a widow living with her adult daughter, (who suffers from schizophrenia) and her 9 year old grandson, was struggling with ongoing health, financial and social isolation issues. Mary was referred by the Intake Team to the Response Team. They supported Mary by coordinating a referral to a financial counsellor and linking her to social inclusion activities. The Response Team was also successful in coordinating essential repairs to be done to Mary's home, with the help of the local church group. Mary feels less stressed and more connected to her community, Mary is now better equipped to provide the care and support her family needs.



Social Support



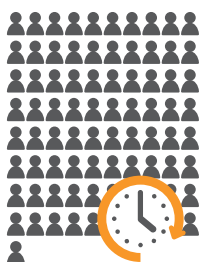
7294

Hours of supported activities



286

Group outings



81

Volunteers provided

5075

hours of their time

The 2015/16 year marks the 20th year of Doncare providing Social Support small group outings.

It is well proven that social interaction and community connection lift the spirits and improves wellbeing for the individual. For those and many more reasons the Social Support Program is a very special experience and a joy to be a part of. This year we have had the privilege of meeting 21 new people and enabling them to once again get out into the community to enjoy some social interaction with their peers.

The 2015/16 year marks the 20th year of Doncare providing Social Support small group outings. During that time a remarkable number of lives have been touched and enriched by the dedicated service of many volunteers and staff. Carramar Friendship Group had the honour of being the Social Support's 5000th outing in January 2016 celebrating in style with a special luncheon, celebration cake and special activities.

We have also been preparing for the transition of Victorian HACC services. A part of the NDIS agreement signed by Victorian and Commonwealth Governments, Home and Community Care (HACC) services for over 65 (over 50 for Aboriginal and Torres Strait Islanders) would transfer to the Commonwealth Community Home Care Program while responsibility for services to those under that age group remains with the Victorian government. We have been monitoring and keeping up with the transition progress, including preparing documented evidence of the percentage of clients in each age classification we provide service to. While transition has meant additional behind the scenes work, we have managed to maintain business as usual for volunteers and clients.

Transition took place on 1 July 2016 and will impact the way we can receive referrals, to whom we report and where our funding is received from. Our aim remains to continue as seamlessly as possible for clients and volunteers.

Diversity, inclusion and acceptance are very important components of the Social Support Program. Clients are assessed for access to the program without prejudice regardless of their cultural, religion, gender, financial situation or age. An example of this is the range of cultural backgrounds represented among the SSP clients. The 105 individual clients were born in 23 different countries; reflective of the multicultural nature of Manningham.

Another illustration being that while a 'typical' client is well over 65 (the majority being between 80 - 90 years), we also have the company of some under 65 year olds adding to the rich mix of personalities and experiences. Crossing generations can present challenges due to younger clients socialising with their parent's age group rather than their own peers. We have found it important to explain the age difference to our younger clients and by doing so have found most very accepting and even enjoying the difference. There is certainly no generation gap in evidence.

No matter how lovely the house you live in, if you don't have the option of getting out, it loses its appeal or as one person put it: "you've saved my life by getting me out of the house". It is always a highlight when we see individuals expand their social network at a time when it has been in decline due to circumstances beyond their control.

“ No matter how lovely the house you live in, if you don't have the option of getting out, it loses its appeal or as one person put it: “you've saved my life by getting me out of the house”.

The different groups provide variety to meet different interests, be it going to a movie and lunch monthly. Fortnightly visiting places of interest (eg Frankston Sand Sculptures or different parklands) and lunch with Happy Wanderers. The Café Perks group often catch up fortnightly for afternoon tea at different cafés and lunching fortnightly at different venues with one of our four lunch groups. Weekly or fortnightly light walking followed by morning tea, lunching each Saturday at a

different location or joining friends for activities weekly at Carramar. There is usually a group to suit anyone and care is taken to get people with similar interests together. Each outing starts the moment someone leaves their front door to the time they get back and even further through memories and then it's onto the next outing.

Helen MacKenzie
Manager, Social Support for Seniors



Carramar 5000th Social Support Outing



Chinese Walking Group



Café Perks, Pam, Kathy and Joyce

hacc

home and community care

A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED

“ I cannot thank Doncare enough for the support I have received. I don't think I would be here without all of you.

Feedback from Client



Clinical Services



Counselling

The Doncare Counselling Program has continued to provide a compassionate and professional service to clients. This year has been an active and dynamic time, with change and continual improvement a strong focus. The number of appointments offered in this program makes it one of the largest low cost counselling services in Melbourne.

Doncare continues to receive significant referrals for ATAPS (Access to Allied Psychological Services) counselling including adult, child, youth and perinatal depression clients on low income. Children and adolescents of Manningham were able to access medium to long term counselling, and the new “Climb to Cool” group to build resilience.

4275

Total counselling appointments



910

Total hours of supervision, mentoring & professional development

3532

Service hours for domestic violence support program

Feedback from Clients

“I felt safe and secure in this environment, which I needed at this time.”

“(My counsellor) gave me the tools and skills I required. I was given many options that aided me”.

“My counsellor was very respectful, accepting and sincere. I found her to be excellent, very attentive and she would pick on little things that I would overlook but turned out to be ‘great matters’”.

“I found my counsellor to be excellent, her ability to unravel my rant and help me make sense of it was truly amazing... I would always come away feeling heard and valued, encouraged and lighter”.

Domestic Violence Advocacy and Support (DVAS)

Many women were assisted through our Domestic Violence support programs, including specialist counselling, creative therapy groups, parenting after violence and the Doncare Angels for Women Network. New Angels were trained and women continued to benefit and grow with the assistance of their mentor “Angels”. Discussions have been initiated to establish partnerships to share this model, which has proven success at supporting women following domestic violence.

Jenna's story

Jenna, a young woman with three young children, moved to Melbourne escaping a violent relationship. When she started her journey with Doncare, she was enrolled in tertiary studies. She was from a culturally and linguistically diverse background and anxious about her ability to cope with the course and the language requirements. Through the DAWN Program she was matched with an Angel, with a background in education. This connection developed her confidence and with time she felt more able to meet the challenge of the course and the further challenges of a family court case. Jenna now feels safe and has clear and firm boundaries in place to ensure her safety. Jenna has nearly completed her training and hopes to be able to support other women who have experienced family violence in the future. She is now a confident, resilient and resourceful young woman, whose children will grow up knowing about healthy and unhealthy relationships with a belief that they have the right to be safe.



iMatter, youMatter, weMatter

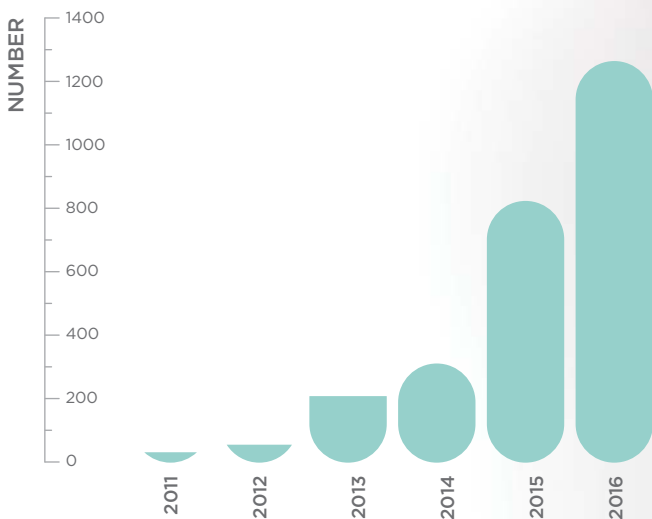
This preventative initiative was expanded to cater for young men as well as young women. The program was further developed to engage and educate young women and men develop resilience, a strong sense of self, relationship skills, including recognising warning signs and a sense of their place in the community. A new group of young female and male leaders aged between 18 and 26 were trained and then delivered workshops in schools and community groups. They have been booked out for the year. The program has been shared with schools, universities and community groups, parents and other professionals working in teaching and family violence.

This program is supported by the interactive iMatter App. Bendigo Bank has offered to support the redevelopment of this App to cater for young men as well as young women.

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www.facebook.com/imatterdoncare



Download the iMatter App on Google Play or iTunes



iMatter WORKSHOP & PRESENTATION REACH 2011-16

LiveFree

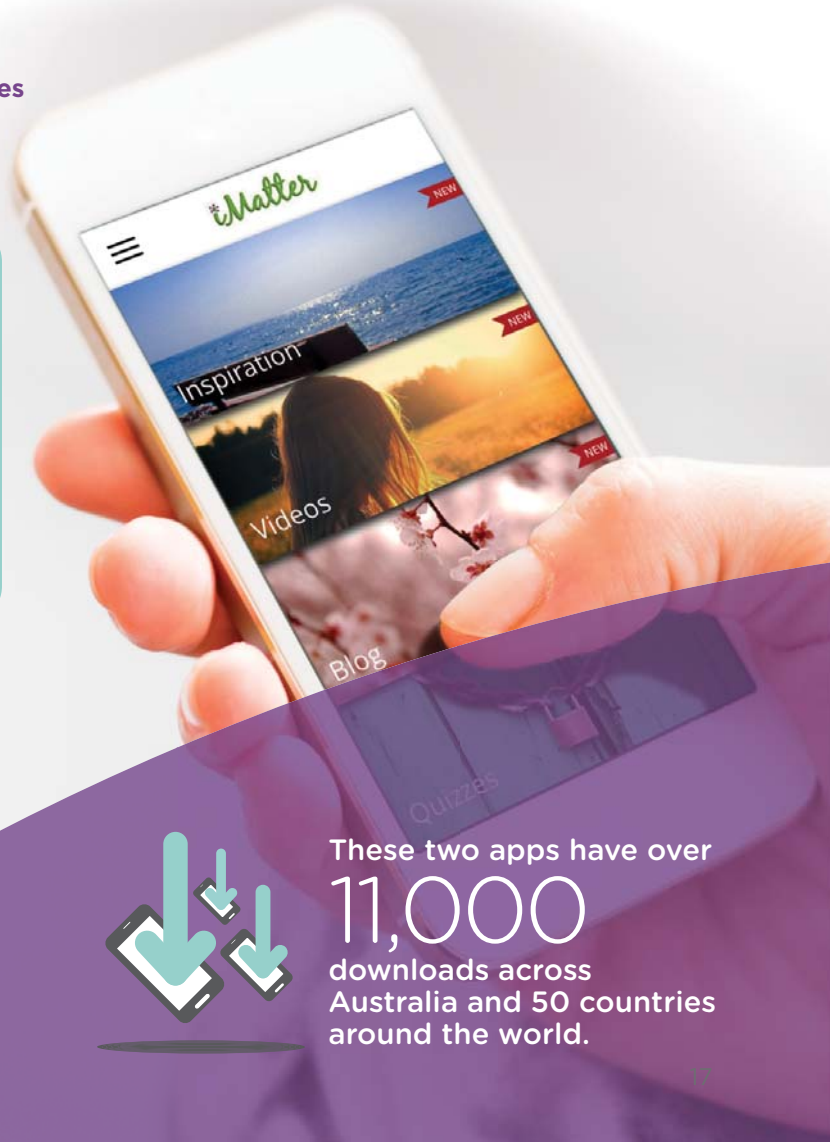
The LiveFree App continues to provide support to women and has been downloaded in Australia and several countries around the world. It is easily accessible and its interactive nature makes it user friendly. The range of information, scenarios and quizzes support women in gaining understanding about domestic violence and the warning signs and in accessing the relevant support services.

 Find us on **Facebook**
www.facebook.com/LiveFreeDoncare



Download the LiveFree App on iTunes

Nitika Maharaj
Director, Clinical Services



These two apps have over **11,000** downloads across Australia and 50 countries around the world.

“ It is always pleasing to be able to discover niche roles for those wishing to contribute to society – this is what ViM is all about!



Volunteering in Manningham (ViM)



ViM Volunteer Reshma Meraj and ViM Coordinator Meredith Bubner at Volunteer luncheon

ViM has continued to support and promote volunteering in Manningham matching volunteers with local volunteering vacancies.

We were delighted to regain a live online presence via the new Doncare website. We also used an internet booking service and social media to promote our successful National Volunteer Week information seminar, “Explore Volunteering in Manningham”.

Many people engage with ViM through using the internet to search for and express interest in local volunteering roles advertised by ViM. However, the individualised face-to-face and telephone interviews remain important for many in helping to identify suitable volunteering opportunities.

ViM proudly promoted Manningham volunteering opportunities by displaying at the Boroondara Volunteer Expo and our local Introduction to Volunteering sessions. Also, providing display material for Ajani Community Hub Multicultural Festival, Living and Learning @ Ajani, the Live Well in Bulleen Project, and Doncare’s Stakeholder Event and Volunteer Luncheon, and presented a volunteering seminar at Pines Learning Essential Work Skills All Abilities class.

Volunteer management and coordination is a very busy occupation and ViM offers opportunities to connect with peers through the ViM Network reaching out to 119 members from 67 agencies representing 105 volunteer programs. Meetings take the form of professional development and topics have included: elder abuse presenting in volunteer programs; and valuing our expertise and asserting our professionalism. A joint meeting with the Whitehorse Volunteer Manager Network for a session on training volunteers was a particular highlight.

ViM is also available to volunteer programs for support in attracting volunteers and advice on best practice in their volunteer programs. ViM has assisted in filling specific volunteer vacancies by searching our database for people who might be interested and/or suitable for these roles. For example, for the Doncare iMatter Program Young Leader/Mentor role, 99 expressions of interest were received resulting in 70% of the volunteers engaged being recruited through this process.



105
Volunteer programs supported



915
ViM Interviews

Op Shops



DONCARE
COMMUNITY SERVICES
FOR THE LOCAL COMMUNITY

doncare

Your purchases help support those most in need.



Doncare thanks you for your support of our local community
Doncare is a Not-for-Profit organisation



The Doncare Opportunity Shop Program relies on a partnership between our paid staff and unpaid staff (volunteers), donations from the public and customers who purchase our goods

Paid and Unpaid Staff (Volunteers)

Volunteering at one of Doncare's Op Shops provides people with opportunities to socialise, gain work skills, improve English and offer skills to the community. There are currently over 320 volunteers in the Op Shop Program who assist in our 7 shops, the depot and at the office.

People can volunteer, through the Work for the Dole Program, as a secondary school student doing Community Service, as an occasional Corporate volunteer or by contacting us directly.

The National Volunteers Luncheon held at the Veneto Club, was well attended by our volunteers from the Op Shop Program. One of our volunteers, Andrew Nymeyer was a recipient of an award and Gary O'Rorke spoke about his experiences of being a volunteer.

Congratulations to our six volunteers who received a Menzies Award this year:- Dianne Timms, Jean Brown, Margaret Rimmer, Aileen O'Connell, Lai Pink Ng and Marian Granata. We are very proud of their achievements and grateful for the passion and commitment they demonstrate to their roles.

Our volunteers work incredibly hard. While there are many positives there are also some difficult aspects of the role, including sorting through unsuitable donations and dealing with difficult customers. It is a credit to our volunteers who continue to work under such circumstances. We are incredibly grateful for all they do for Doncare.

Partners

We are also grateful for the organisations and companies that support the Op Shop Program.

- Tailormade Freight very kindly donated and installed Shelving Racks for our depot which assisted us with storage of donated goods.
- Staff from Fletchers Real Estate gave up an afternoon of their time to work in the Jackson Court Op Shop.
- Westfield Shopping Centre donated cookbooks, stools, chairs, and hundreds of coats which were distributed amongst our shops and consequently raised funds for Doncare.
- Each year we submit a grant to Whitehorse Council for 24 tip vouchers to assist us with the disposal of rubbish that people leave at our shops. Unsatisfactory donations are given or dumped at all of our shops on a regular basis which are then taken to the tip. Without these vouchers Doncare would be paying hundreds of dollars to dispose of rubbish.
- We would also like to thank Metro for their ongoing support.
- Bendigo Bank continues to be a great support to the Op Shops with the very generous donation of 'the truck'. Our biggest income comes from the sale of furniture. Without the truck we would be unable to pick up donated furniture and make deliveries to our customers.

Finally, our thanks to all those who support the Doncare Op Shops, our partners, our donors, our paid staff and unpaid staff (volunteers). We should feel proud of the various ways in which we each contribute to Doncare to offer programs and services to the community.

Jen McMahon
Manager, Opportunity Shops



\$1,183,242
Total sales



43%
of Doncare's income



320
Volunteers



\$12,867.86
eBay sales

Our Submissions

2015/2016

During the year, 26 funding applications were made to philanthropic trusts and foundations, corporate and government bodies. Of these, 14 applications were obtained, securing over \$81,821 in grants.

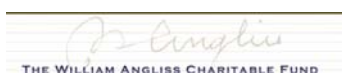
This outcome was achieved by identifying funding bodies with focus areas that closely aligned with the services Doncare provides. Working on submissions requires an enormous amount of teamwork with my esteemed colleagues to complete professional applications by the required deadlines.

Doncare is enormously grateful for the assistance provided by philanthropic trusts and foundations, corporate and government funding groups. Our Board, staff, volunteers and clients are indebted to all our donors for their support.

Paula Boulton
Submissions Writer

Philanthropic Trusts, Corporate and Government Grants

- Manningham City Council
Community Grant
Electronic whiteboard
\$2,285
- Manningham Charitable Fund through the Lord Mayor's Charitable Foundation
Reach out to Bulleen
\$10,469
- Marian and E.H. Flack Trust
Volunteer transport reimbursement
\$5,000
- The Lord Mayor's Charitable Foundation
Whitefriars lunches (Social Support Groups)
\$2,500
- The Lord Mayor's Charitable Foundation
Manningham City Council fresh food in partnership with schools
\$1,408
- Honda Foundation
Crisis Support food trolley
\$733
- Australia Post
Joining In
\$500
- Rotary Club of Doncaster
LiveFree App maintenance
\$500
- Flora & Frank Leith Charitable Trust
Joining In
\$8,000
- The William Angliss (Victoria) Charitable Fund
The GAP Fund
\$2,000
- The Alfred Felton Bequest (managed by Equity Trustees)
iMatter leadership
\$24,000
- Stronger Communities Grants Program - Menzies
iMatter iPads
\$5,000
- Manningham City Council
Community Small Grants
Laptop
\$2,427
- Bendigo Bank Doncaster East and Templestowe Village
Lease for furniture truck and car
\$16,999





Administration Report

The administration team continued to work tirelessly throughout 2015/2016 to support staff and clients.

We saw the growth and development of the CISVic ER database which has offered us the opportunity to report more accurately on the services delivered by program staff within the Information and Crisis Support Program.

The manager was able to support the development and implementation of the new Doncare website and worked alongside the web designers to ensure that it met the needs of our stakeholders.

Some time was spent working with our graphic designer to develop a new modern logo for Doncare and incorporate new standards of design across all our brochures and documentation. We were pleased to produce a new Code of Conduct that accurately reflects Doncare's commitment to the Child Safe Standards.

May was a sad month for Doncare as we farewelled Margaret Sell who retired after six years of dedicated service to Doncare as the Manager, Administration.

It was with much anticipation that Sue took on the role as Manager and was immediately impressed by the high standard of service delivered by the amazing reception staff. Their capacity to provide empathetic support to clients and staff whilst also taking on numerous complex administrative tasks was immediately impressive!

Volunteering is of course at the very heart of Doncare, and the administration team are well supported by our three dedicated volunteers. Without their continued support much of our important work would never be finished!

Margaret Sell/Sue O'Connor
Manager, Administration



4820
client appointments
managed via reception

781
General support
enquiries

“ I find Doncare reception staff very helpful and understanding of me, to help me through my low times. They also let me know of places I can go or attend for further information. I appreciate Doncare workers and their help.



Doncare's donors, supporters and partners - making a difference

Every day our donors, supporters and partners helped us to achieve our vision - to help those in need with assistance to overcome adversity whilst retaining their dignity

Sally's Story

Sally a single mother, living with her three children in Doncaster was struggling with the high cost of rent and other daily living expenses. Two of her high school aged children were looking forward to their school camp next term and spending time with their peers. Sally knew this was important to them, and that it would help them build strong friendships and good memories of their school days. However, Sally had no way of being able to cover the cost of the school camp.

Fortunately, she heard about Doncare and sought out assistance. Doncare were able to fully fund the school camps for her two children, thanks to a grant from our generous community, thereby ensuring that they did not feel different or left out of their social networks. Sally was also able to access food parcels from Doncare to help the family maintain a regular healthy diet.

“ Without your continued support, members of our community like Sally and her children would experience significant disadvantage.

Thank you!

Doncare Donors, Supporters and Partners

COMMUNITY GROUPS/CLUBS/CHURCHES

- Buttercups Group
- Cancer Council Victoria Relay for Life
- City Life Church Manningham
- CWA - Donvale
- Domaine Aged Care
- Doncaster Central Ladies Probus
- Doncaster Town Club
- Doncaster View Club
- Donvale Football Club
- East Doncaster Cricket Club
- Freedom Revolution Church
- Kiwanis Club of Manningham
- Life House Church
- Lions Club of Donvale Inc.
- Maneki Neko Cat Rescue
- Manningham U3A
- Pines Learning and Activity Centre
- Roseville Craft Group
- Rotary Club of Doncaster
- Rotary Club of Manningham
- Rotary Club of Templestowe
- Rotary Club of Warrandyte
- Share the Dignity
- St Kevin's Parish Church
- St Marks Church Knitting Group
- St Stephens Anglican Church
- Templestowe Evening View Club
- Templestowe Village Festival Committee
- Vantage Point Church
- Veneto Club Bulleen
- YMCA

CORPORATE GROUPS

- Applewood
- Aveo Pinetree
- Bank of Melbourne
- Bendigo Bank, Doncaster East & Templestowe Village
- Bulleen Plaza
- BUPA
- Cherry Hill Tavern
- Fletchers Real Estate
- Great Cleaners
- Greenview Aged Living
- Just Cuts The Pines
- Kogo
- McDonalds Doncaster East
- Miibody Womens Health Club
- North Blackburn Shopping Centre
- Officeprint
- Pancake Parlour
- Peak Potential Bulleen
- Phillip Webb Real Estate
- RACV Doncaster
- Ray White Manningham
- Salts of the Earth
- Silverstone Volvo
- Shoppingtown Hotel
- Special Needs Dental Team
- Stockland The Pines
- Suji Kim
- Susan Day Cakes
- Tailormade Freight
- The Honda Foundation
- Westfield Shoppingtown (Doncaster)
- Willowbrae Aged Care
- Woolworths

GOVERNMENT & PHILANTHROPIC FUNDING

- Manningham City Council
- Department of Health & Human Services (Victoria)
- Department of Social Services
- The William Angliss (Victoria) Charitable Fund
- The Marian & EH Flack Trust
- The Lord Mayor's Charitable Foundation
- Honda Foundation
- Australia Post
- The Alfred Felton Bequest

- Federal Governments, Stronger Communities Grants Program
- Whitehorse City Council

SCHOOLS/KINDERGARTENS

- Beverley Hills Primary School
- Camberwell Primary School
- Deep Creek Preschool
- Doncaster Gardens Primary
- Doncaster Primary School
- Doncaster Secondary College
- East Doncaster Secondary School
- Heatherwood School
- Kerrimuir Primary School (Year 4)
- Milgate Primary School
- Our Lady of the Pines Primary School
- Serpell Primary School
- St Charles Borromeo Catholic Primary School
- St Clement of Rome Catholic Primary School
- St Kevins Primary School
- Tunstall Square Kindergarten
- Whitefriars College

SUPPORTERS & PARTNERSHIPS

- Andrew Bell Lawyer Pty Ltd
- Anglicare Victoria
- Australian College of Applied Psychology
- Beau Monde International
- Bendigo Bank
- Cairnmillar Institute
- Chinese Community Social Services
- CityLife Church Manningham
- Community Information & Support Victoria (CISVic)
- Connections UnitingCare
- Diabetes Australia Victoria
- Eastern Community Legal Centre
- Eastern Domestic Violence Service
- Eastern Melbourne Primary Health Network
- Freedom Revolution Church
- Hina Pasha Lawyers
- Inner East Intergrated Family Services Alliance
- Inner East Primary Care Partnership
- La Trobe University
- LinC Manningham

Doncare Donors, Supporters and Partners continued

SUPPORTERS & PARTNERSHIPS CONT.

- Living and Learning @ Ajani
- Manningham Centre Association
- Manningham City Council Home Harvest Program
- Manningham Community Health Services Ltd
- Manningham Maternal and Child Health Service
- Manningham Uniting Church
- Manningham Toy Library
- Migrant Information Centre
- Monash University
- NIRODAH
- Onemda
- Park Orchards Community House
- Pines Learning and Activity Centre
- Relationships Australia
- RMIT University
- Safe Futures
- SEDA High School
- Silverstone Volvo
- St Vincent de Paul
- Swinburne University of Technology
- Whitehorse Manningham Regional Library Corporation

INDIVIDUALS

- Stuart Absolom
- Olwyn Alvey
- Heather Ambrose
- Kevin Andrews MP
- Di Any
- Corey & Annabel Bakes
- Mindi Bakopanos
- Glenys Ball
- Rose Bennett
- Peter Bishop
- Diane Bone
- Joey Boothby
- Darren Bourke
- Maria Brand
- Lesley and Nasrim Brennan
- Nina Burns
- Sue Cahill
- Eileen Cannon
- Gus Cantone
- Paola Castagna
- Shirrin Chalik
- Yvonne Chan
- Heidi Chan
- Pratima and Malini Chandra
- Tammie Chester
- Meri Chiappa
- John Christofilos
- Maria Ciavarella
- Linda Conn
- Kerrie Connelly
- Judy Conway
- James Cunningham
- Emily Cusworth

- Anna De Luca
- Christian, Mia & Dylan De Napoli
- Nadia De Sesaris
- Karolina Drivas
- Ellen Easton
- Karin Fairbairn
- Terese Fazio
- Jordi Fedden
- Wendy Ferri
- Deb Galavodas
- Dorothy Gannon
- Helen Gaylard
- Sofia Georgiou
- John Giles
- Pauline Gin
- Christine Gray
- Melissa Hadaway
- Merle Haggart
- Judy Hall
- Bev Harbert
- Gloria Harding
- Imogen Harris
- Melissa Harris
- Carol & Neil Harvey
- Beryl Head
- AJ Heijns
- LJ and LC Hocking
- Amanda Holland
- Norm Hone
- Albert Ip
- Marita Ireland
- Anastasia Kardzakis
- Greg King
- Geraldine Kirby
- Beth Kitchingman
- Carolyn Kleiman
- John Kumnick
- Christine Kurz
- Katherine Lazarus
- Michelle Leamantn
- Lachlan Legierski
- Jazzlyn Lennox
- Noelene Letcher
- Oscar Lindback
- Karen Lovell
- Earle and Christine Ludekens
- Robert Lyford
- Linda Mackenzie
- Fia Maritto-Moraitis
- Kathie Marsan
- Anthony Marsan Campione
- Julie-Anne Mayer
- Anne McAllister
- Jill McKenzie-Mcharg
- Susan McLean
- Brian McMaster
- Andrew Milligan
- G and Rosa Miot
- Andrew and Karena Mitchell
- Tony and Kathy Monley
- Gus Morello
- Michael Moretti

- Holly Moule
- Max Moyle
- Vivian Navaratne
- Annie Norrish
- Marlene Oppenheim
- Teresa Palloni
- Ruth and John Parry
- Beth Paterson
- Vicky Petsinis
- Althea Pollock
- Andrea Pope
- Craig Porte
- David Poulton
- Rob Price
- Diane Pritchett
- Kerrie Punshon
- Jean Ralston
- Tiffany Reynolds
- Vicki Roberts
- Margaret Roth
- Lauris Sandles
- Kay Schroer
- Amanda Scully
- Marie Seneviratne
- Saira and Dominic Singh
- Jaswant Singh Baty
- Melisa Sloan
- Leah Smallman
- Natalie Spencer
- Louise Stapleton
- Vivienne Sterndale
- Doreen Stoves
- Aletia Summerfield
- Steve and Therese Tankey
- Joy Tannock
- Beryl Taylor
- Jean Topliss
- Maria Troiano
- Janet Van Leerdan
- Philip Webb
- Maureen White
- Natalie Wilkinson
- Lydia Wilson
- Carol Wilson
- Anne Marie Withers

WORK PLACE GIVING

- Lizette Atterbury
- Lolita Dowdell
- Pam Forbes
- Katherine Georgakopoulos
- Lia Henry
- Helen Mackenzie
- Nitika Maharaj
- Kerrie McMahan
- Karena Mitchell
- Doreen Stoves
- Diane Sze-Hong
- Cheryl Watt
- Karen Williams

How can you help

There are many ways to get involved with Doncare:

Volunteer

A large percentage of the work we do is funded by our Opportunity Shops. The shops are always in need of volunteers. Half a day a week of your time will enable us to build programs and services to support the disadvantaged and vulnerable residing in the city of Manningham and surrounds.

Donate

We gratefully accept donations in many forms:

- In the office - monetary and non-perishable food
- In the opportunity shops - clean, good quality clothing, household items, bric a brac and furniture.

Give A Christmas

Get involved with our annual Christmas Toy and Food Giving. Giving to Doncare at this time of year will bring immeasurable joy to children by way of a gift and contribute to a family meal on Christmas Day.

Leave a Legacy

Remember Doncare when you are planning your estate and arranging your will. We can ensure that your bequest funds the support of a program of your choice or the organisation as a whole.



Dorothy Rose

The Dorothy Rose Fund is an initiative of Doncare. It is a way for individuals and organisations to make a positive contribution to the recovery of women and children following domestic violence.

The Dorothy Rose Fund aims to improve the quality of life for those in recovery and by doing so to assist in restoring the self-esteem, mental health and confidence of those affected.

Many women who are in recovery from family violence, and trying to regain their mental and/or physical health are also living in reduced financial circumstances. They often cannot afford services or goods that most families take for granted. This fund accepts both cash and donations in kind from generous businesses and individuals. Donations may be vouchers for goods or services, or money to provide these.

Donations can be received by Doncare at any time. All donations over \$2.00 are tax deductible.

“ For more helpful information about the ways you can contribute to and increase Doncare’s work in the community, please contact us on **9856 1500** or visit our website **doncare.org.au**.

Doncare Honour Roll

The Doncare Honour Roll

Over 10 Years

INFORMATION & CRISIS SUPPORT

Margo Kefford	29 Years
Julie Yu	17 Years
Jenny Reynolds	13 Years

CLINICAL SERVICES

Lynette Flynn	21 Years
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OPPORTUNITY SHOPS

Brentford Square

Marion Earle	11 Years
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Bulleen Plaza

Marie Petherbridge	19 Years
Joye Sexton	16 Years
Marjorie Dowd	13 Years
Jean Brown	12 Years
Deidre Gilham	11 Years

Jackson Court

Shirley Monahan	14 Years
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Macedon Plaza

Val Osborne	19 Years
Judy Reynolds	19 Years
Helen Rigopoulos	19 Years
Alla Jerkovic	18 Years
Joy Nichol	17 Years
Joye Sexton	16 Years
Bob Akbarzadeh	15 Years
Lorraine Gravener	15 Years
Helen Szili	15 Years
Brian Sexton	14 Years
Irene Curran	13 Years
Kathleen Raymond	13 Years
Maria Stylianos	11 Years

North Blackburn

Pat Ure	13 Years
Valerie Connoley	13 Years
Jan Shields	13 Years
Shirley Huntly	13 Years
Shirley Shaw	12 Years
Christine Caldwell	12 Years
Jean Brown	12 Years
Margaret Baird	12 Years
Freny Bagli	11 Years

Templestowe Village

Ken Falconer	17 Years
Hilary Jose	17 Years
Marlene Knight	15 Years
Robyn Dow	14 Years
Barbara Toporkiewicz	14 Years
Faye Chalmers	13 Years
Judith Everaarts	13 Years
Diane Bone	12 Years
Dorothy Grant	11 Years
Lori Rossetto	11 Years

Tunstall Square

Beryl Maddock	35 Years
Loris Hosie	34 Years
Carol Trainor	29 Years
Ila Franklin	27 Years
Joy O'Rorke	27 Years
Jean Howey	21 Years
Elaine Williams	21 Years
Jan Howitt	20 Years
Alice Zanon	20 Years
Lilian Donda	17 Years
Patricia Ellis	16 Years

Catherine Parslow	15 Years
Joan Wright	15 Years
Shirley Weir	14 Years
Siew Hoon (Sue) Hor	13 Years
Margaret Gibb	13 Years

SOCIAL SUPPORT PROGRAM

Lorraine Manthey	37 Years
Anthony Mason	26 Years
Geraldine Bloom	20 Years
Sarah (Yuen-Ling) Wong	19 Years
Ken Falconer	17 Years
Debbie Wong	15 Years
Frank Johnston	14 Years
Gerald Middleton	14 Years
Dorothy Dower	14 Years
Dorothy Pearson	14 Years
Hazel Astley	14 Years
Joan Mason	14 Years
Kathy Grimster	14 Years
Carolyn Vimpani	14 Years
Joan Middleton	14 Years
Patricia Austin	14 Years
Shirley Monahan	14 Years
Shirley Weir	14 Years
Farzard Maghami	13 Years
John Coombes	13 Years
Beverly Schurmann	13 Years
Diane Pritchett	13 Years
Dorothy Ranyard	13 Years
Janet Handley	11 Years
Kate Coggan	11 Years
Jenny Round	11 Years

Volunteers Receiving Service Certificates

Honorary Life Membership

10 Years' Service

Brentford Square Op Shop

Margaret Rimmer
Mel Gordon
Elizabeth Castles
Joy Rooney
Robert McDonald
Irene Rea
Daniela Stait

Social Support Program

James Large

Silver Certificate

5 Years' Service

Board

Des Galgut

iMatter

Kemberley Batsas-Hill

Counselling

Gina Salvagno
Catherine Pitman

DAWN

Jill Lowe
Rosanna Campagna

Social Support Program

Hanne Blake
Lorraine Cahill
Carol Harvey
Neil Harvey
Judith Theobald
Marilyn Thompson
Judy McLeod

Macedon Square Op Shop

Carmel Russo
Stephanie Mishuda
Margaret Chalmers

North Blackburn Op Shop

Michelle Schokman

Brentford Square Op Shop

Pauline Mary Gow
Sandra Parisio

“ On Australia Day this year, a number of Doncare’s valued volunteers and staff members received a Menzies Award from The Hon Kevin Andrews MP.

Menzies Australia Day Awards 2016

The Menzies Awards recognise the valued contribution of ordinary members of our community and celebrate our national identity as Australians. On 26 January this year, outstanding members of the Manningham community, who have worked hard to make our community a better place to live, were acknowledged.

Staff

- Kerrie McMahon
- Katherine Georgakopoulos

Op shop volunteers

- Jean Brown
- Aileen O’Connell
- Dianne Timms
- Margaret Rimmer
- Lai Pink Ng
- Marian Granata

SSP volunteers

- Sarah (Yeun-Ling) Wong
- Geraldine Bloom



Volunteers

BOARD OF DIRECTORS

Des Galgut
Ron Kitchingman
Tony Monley
Maree Bowman
Dale Nielsen
Raymond Burnett
Brian Tooth
Laura O'Brien
Robyn Healy

ADMINISTRATION

Barbara Hall
Jan Hunter
Lois Savage

COMMUNITY SUPPORT WORKERS

Linda De Francisci
Lindy Gilham
Audrey Kelly
Rachel Lee
Kay Miller
Marilu Packer
Marilyn Porqueddu
Jenny Reynolds
Eva Sommers
Rhonda Watts
Julie Yu

CLINICAL SERVICES

Counselling Program

Melissa Bailey
Navpreet Bajaj
Tim Bramley
Carolyn Burns
Jackie Cameron
Nerea Dodds
Dominique Dolcetta
Catherine Dove
Alessia Fabbian
Lynette Flynn
Zelinda Hoyle
Sasha Jontof-Hutter
Vasundhara Kulkarni
May Lai
Michael MacKay
Kate Merckel
Magdalena Mroczka
Stephen O'Kane
Jane Palomountain
Catherine Pitman
Trevor Roth
Olga Roumanos
Gina Salvagno
Katerina Stephanou
Keira Stevenson
Bharati Susarla
Katherine Swain
Daina Thomas
Louise Thorpe
Michael Wang
Monique Warshall
Sian (Priya) Woolston
Johanna Xanthopoulos

DAWN

Venetia Bellman
Maureen Brosnan
Rosanna Campagna
Gabrielle Coulson
Glenda Deoki
Jennifer Gracie
Sandra Higgins
Lucy Huang
Nekane Kandina
Merle Kleine
Grace La Vella
Wai-Chung (Elsa) Lau
Hazel Lee
Anne Little
Flora Longano
Jill Lowe
Jennifer McNeil
Sophie Michael
Lisa Nash
Mary O'Donohue
Susan Porter
Angeliki Puckey
Mhisti Rele
Wendy Ryan
Manjit Singh
Karen Throssell
Ruth Turner
Elsa Wai-Chung

iMatter & DVAS

Whitney Bartlett
Siobhan Bubner
Kaitlin Clark
Annaliese Collison
Ruby Connolly-Hiatt
Daniella Cox
Lauren Faulkner
Stephanie Finemore
Louise Gennaccaro
Joseph Grosso
Natalie Hua
Davis Huei Yap
Emily Huyah
Stephanie Ibrahim
Drew Johnson
Wing Ka
Georgia King
Youlin Koh
Tara Kortel
Jessica Lam
Joanna Maddock
Emma McDade
Eloise Molan
Veronica Nunez
Joanne Richardson
Despina Demi-Maree Rozakis
Stephanie Schwarzman
Alexandra Scoleri
Shefali Sharma
Kelly Taylor
Olivia Troughton
Judy Wai Ling
Leila Waid
Monique Warshall

CORPORATE SERVICES

Uma Malipatil

OPPORTUNITY SHOPS

Administration

Heather Lovell
Lakmali (Lucky) Ranatunga
Mananayaka
Julie Munro

Brentford Square

Freny Bagli
Danny Bourke
Pam Brown
Elizabeth Castles
Linda Challinger
Jeff Champion
Ivan Chow
Marjorie Crawford
Phyl Dickens
July Dobson
Marion Earle
Babs Elliott
Mel Gordon
Pauline Mary Gow
Kath Hallum
Maria Hancock
Lesley Harrington
Prapid Jewell
Oldrich Kozak
Milka Kristan
Bao Yu (Kathleen) Liu
Robert McDonald
Gaylene Moore
Andrew Nymeyer
Sandra Parisio
Marj Patten
Natashi Perera
Maureen Prior
Brenda Quaine
Irene Rea
Margaret Rimmer
Joy Rooney
Daniela Stait
Mary Stenson
Bev Watupongoh
Jennifer Yeo

Bulleen Plaza

Julie Austin
Angela Bonato
Jean Brown
Leone Carberry
Jennifer Chu
Joyce Dite
Yvonne Dite
Marjorie Dowd
Noelle Eaton
Gabriela Elgue
Michellina Fronticcia
Deidre Gilham
Sonia Gough
Roslyn Harberts
Savita Hazari
Patrick Hosseini
Jaimi Houston
Aurora Inchincoli
Inga Jekabson
Katrina Karapanos
Anita Karpanos
Dina (Diana) Karvess
Helen Khong
Leanne Khong
Jessica Kuo
Kim Dung Le

Christy Makar
Margaret McCarthy
Mona Memon
Majda Muzlai
Dina Natsikas
Carol Negus
Lai Pink Ng
Leah Penovic
Marie Petherbridge
Jose Pius
Giovanna Raco
Vera Recinella
Joye Sexton
Jelena Stefanovic
Will Tang
Samantha Tay
Francesca Terrone
Pat Twentyman
Mitra Vesali
Miu Voon Ma
Erica Whitelock
Margaret Yeoman

Jackson Court

Carole Bloodworth
Joan Buche
Judith Clark
Lindsay Clark
Glenda Deoki
Judy Ding
Marian Granata
Sew Hing Hardley
Leonard Healy
Judy Ho
Yingqi (Linda) Huang
Dorothy Jones
Jeanette (Jen) Jones
Christy (Wan-Lin) Kan
Emily Liang
Stephanie Marco
Sarita Mirchandani
Shirley Monahan
Karen Parker
Marge Parker
Chui Yee Phua
Suzanne Picone
Shirley Price
Kathleen Rehe
Amit Saini
Irene Scott
Raymaris Taberoa
Anne Thuys
Helen Tsoutsouvas
Fedora Vasarelli
Michael (Mick) Walsh
Pamela Wren
Karen Zaffino
Su Zong

Macedon Plaza

Bob Akbarzadeh
Margaret Chalmers
Ida Ciciello
Irene Curran
Yvonne Dart
Grace Dimech
Val Fullerton
Lorraine Gravener
Marie Greensill
Inga Jekabson
Alla Jerkovic
Sianee Keeroo
Joan Liu

Anne McNaughton
Milka Merakovsky
Stephanie Mishuda
Lai Pink Ng
Joy Nichol
Val Osborne
Vilma Ozzimo
Colin Raymond
Kathleen Raymond
Judy Reynolds
Helen Rigopoulos
Carmel Russo
Marie Seneviratne
Brian Sexton
Joye Sexton
Adriana Sgambellone
Maria Stylianos
Helen Szili
Elizabeth Virgona
Sharon White
Eddie Yan

North Blackburn

Akram
Abedinzadehtorghabeh
Sally Abela
Bob Akbarzadeh
Helen Angelaras
Freny Bagli
Margaret Baird
Glenys May Barr
Chris Barry
Hazel Bronzoni
Jean Brown
Christine Caldwell
Allan Chan
Eddie Chen
Hsin-Yi(Jennifer) Chen
Yan Chen
Valerie Connoley
Sue Fraser
Anita Gibbens
Bernadette Harris
Shirley Huntly
Margaret Janout
Parsa Karamian
Heather Kent
Maurice McNamara
Coral Merrett
Gladys Miller
Graeme Nicol
Tim Nicol
Andrea Ross
Chris Ryan
Michelle Schokman
Alan Schumer
Judy Schumer
Shirley Shaw
Jan Shields
Dorothy Stephenson
Liang Ming Tee
Dianne Timms
Isabella Traikos
Pat Ure
Dalene Uys
Hetty Verspaw
Lachlan Williams
Tricia (Qiuxia) Yin
Zoe Yin

Templestowe Village

Bob Akbarzadeh
Margaret Chalmers

Ida Ciciriello
Irene Curran
Yvonne Dart
Grace Dimech
Val Fullerton
Marie Greensill
Inga Jekabson
Alla Jerkovic
Sianee Keeroo
Joan Liu
Anne McNaughton
Milka Merakovsky
Stephanie Mishuda
Lai Pink Ng
Joy Nichol
Vilma Ozzimo
Colin Raymond
Kathleen Raymond
Judy Reynolds
Helen Rigopoulos
Carmel Russo
Marie Seneviratne
Brian Sexton
Joye Sexton
Adriana Sgambellone
Maria Stylianos
Helen Szili
Elizabeth Virgona
Sharon White
Eddie Yan

Tunstall Square

Fakhri Afshar
Lyn Ahn
Rosalyn Azzopardi
Dawn Bowen
Joan Brownlie
Claudia Bunce
Vera Cayley
Rose Chong
Nadja Concannon
Claudio Di Tullio
Judy Ding
Lilian Donda
Patricia Ellis
Ila Franklin
Margaret Gibb
Marian Granata
Alice Ho
Denise Ho
Siew Hoon (Sue) Hor
Loris Hosie
Jean Howey
Jan Howitt
Cynthia Kearney
Joan Keesing
Denise Lah
Daphne Laity
Wai Ming Leong
Ramon Lim
Faye Lucas
Beryl Maddock
Amy McDonald
Aileen (Billie) McLeod
Gwen Medcalf
Leanne Nguyen
Pauline Nicholson
Aileen O'Connell
Pek Ong
Joy O'Rorke
Catherine Parslow
Marilyn Patterson
Padmasany Prakash

Milda Sarzetakis
Dianne Sawyer
Ali (Gholamali) Shaigan
Barbara (Barb) Stevens
Carol Trainor
Gwen Vinecombe
Ann (Zhou Ping) Wang
Robyn Webb
Shirley Weir
Leeanne White
Raine Wickrematunge
Joan Wright
Alice Zanon

Depot

Graeme Andrews
Philip Brady
Philip Dunmill
Kevin Fowler
Peter Gartner
Rhys Jones
Gerry Kearney
Gary O'Rorke
Franz (Frank) Schlechta
Brian Wilson

SOCIAL SUPPORT PROGRAM

Laurel Agius
Clive Ansell
Helen Anson
Jayne Appleton
Hazel Astley
Patricia Austin
Jeanette Bernet
Hanne Blake
Geraldine Bloom
Geraldine Blythe
Noel Blythe
Lorraine Cahill
Jammie Chang
Susan Cheung
John Coombes
Christine Crawford
Bev Dittman
Dorothy Dower
Kathryn Ewers
Ken Falconer
Mary Fildes
Kathy Grimster
Matteo Gualano
Janet Handley
Carol Harvey
Neil Harvey
Rita Ho
Thean (Paul) Hor
Robyn Hull
Frank Johnston
Carolyne Jones
Fred Jurgelait
James Large
Patrick Leung
Farzad Maghami
Prea Maghami
Lorraine Manthey
Anthony Mason
Joan Mason
Bill Matthewson
Isabella McDonald
Judy McLeod
Gerald Middleton
Joan Middleton
Graeme Mitchell
Lindsay Mitchelson

Shirley Monahan
Mooi-Sim Ng
Dorothy Pearson
Diane Pritchett
Dorothy Ranyard
Jenny Round
Sarah (Yuen-Ling) Wong
Carmel Schofield
Beverly Schurmann
Denzil Seneviratne
Adriana Sgambellone
Jane Shiels
Daniel Sim
Sze Hui Tan
Judith Theobald
Marilyn Thompson
John Thomson
Wendy Thomson
Liesbeth van Altena
Carolyn Vimpani
Stan Vimpani
Brian Webster
Shirley Weir
Gail Wilson
Kerry Wilson
Debbie Wong
Hon Man (Patrick) Yuen

VOLUNTEERING IN MANNINGHAM

Ann Bruce
Jessica Evans
Andrew Francis
Loretta Hawksworth
Duncan Lemm
Reshma Meraj
Kiran Misra
Marilena (Marilyn) Porqueddu
Mahsa Sian
Madeleine Zachariou

STUDENTS

Work Experience (High School)

Isaac Curyer
Jordan Daley
Joseph Grosso
Alex Guo
Anthony Hou
Rebecca McRae
Nicholas Panagiouropoulos
Thomas Shannon
Lois Shea
Liang Tee
Joshua Tong
Josiah Tong
Isabella Traikos
Zoe Yin

Information & Crisis Support

Natalie Daykin
Claire Drake
Meaghan Jarred
Claire Kidley
Breanna Large
Stella Pavlou
Sam Saminathan
Maria Troiano
Chantel Wirth
Joel Wittner

Family Services

Juliea Pope-Mayell

Independent Auditor's Report

for the Year Ended 30 June 2016

DAVIES CLYNE

CHARTERED ACCOUNTANTS

Suite 4, Level 10, 221 Queen St, Melbourne VIC 3000

Tel: 9642 2205 Fax: 9877 2171

Email: clyne@daviesclyne.com.au

Independent auditor's report to the members of Doncaster Community Care and Counselling Centre Incorporated

We have audited the accompanying financial reports of Doncaster Community care and Counselling Centre Incorporated, which comprises the balance sheet as at 30 June 2016, and the income statement, statement of changes in equity, statement of cash flows for the year ended on that date, notes comprising a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Report

The management is responsible for the preparation and fair presentation of financial reports that are appropriate to meet the financial reporting requirements of the Associations Incorporation Reform Act 2012 and the Association's constitution and are appropriate to meet the needs of the members. This responsibility includes establishing and maintaining internal controls relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud and error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances. These policies do not require the allocation of all Accounting Standards and other mandatory financial reporting requirements in Australia.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. No opinion is expressed as to whether the accounting policies used are appropriate to the needs of the members.

We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on our judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, we consider internal controls relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal controls. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee of management, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit we have met the independence requirements of the Australian professional accounting bodies.

Opinion

In our opinion the financial reports present fairly, in all material respects, the financial position of Doncaster Community Care and Counselling Centre Incorporated as of 30 June 2016 and of its financial performance and its cash flow for the year then ended in accordance with Australian Accounting Standards.

Restriction on Distribution

The financial report is prepared to assist Doncaster Community Care and Counselling Centre Incorporated to meet the requirements of the *Associations Incorporation Reform Act 2012*. As a result, the financial report may not be suitable for another purpose. Our report is intended solely for of Doncaster Community Care and Counselling Centre Incorporated and should not be distributed to parties other of Doncaster Community Care and Counselling Centre Incorporated.



Ivan Clyne
Chartered Accountant
15 August 2016

DAVIES CLYNE



Financial Reports

for the Year Ended 30 June 2016

Income Statement for the Year Ended 30 June 2016

	Note	2016 \$	2015 \$
Revenue	2	2,739,514	2,691,579
Employee benefits expense		(1,815,102)	(1,667,328)
Client expense payments		(106,096)	(169,001)
Opportunity shop costs		(443,296)	(414,235)
Depreciation		(44,160)	(56,174)
Occupancy expenses		(27,386)	(31,661)
Repairs and maintenance		(101,724)	(97,632)
Audit fees		(8,641)	(9,550)
Telecommunications		(62,702)	(76,258)
Other expenses		(122,255)	(127,695)
Surplus for year before income tax		8,152	42,045
Income tax expense	1g	-	-
Surplus for year		8,152	42,045

Statement Of Changes In Equity for the Year Ended 30 June 2016

	General Reserve \$	Retained Surplus \$	Total Equity \$
Balance at 1 July 2014	405,812	15,008	420,820
Surplus / (deficit) for year		42,045	42,045
Balance at 30 June 2015	405,812	57,053	462,865
Surplus for year	-	8,152	8,152
Balance at 30 June 2016	405,812	65,205	471,017

Balance Sheet as at 30 June 2016

	Note	2016 \$	2015 \$
ASSETS			
CURRENT ASSETS			
Cash & cash equivalents	3	776,418	726,180
Other current assets	4	137,004	93,536
TOTAL CURRENT ASSETS		913,422	819,716
NON-CURRENT ASSETS			
Plant, equipment & motor vehicles	5	91,582	95,941
TOTAL NON-CURRENT ASSETS		91,582	95,941
TOTAL ASSETS		1,005,004	915,657
LIABILITIES			
CURRENT LIABILITIES			
Payables	6	280,051	231,895
Provisions	7	253,936	220,897
TOTAL CURRENT LIABILITIES		533,987	452,792
TOTAL LIABILITIES		533,987	452,792
NET ASSETS		471,017	462,865
EQUITY			
Accumulated surplus		65,205	57,053
Reserves		405,812	405,812
TOTAL EQUITY		471,017	462,865

Statement Of Cash Flows for the Year Ended 30 June 2016

	Note	2016 \$	2015 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from grants and donations		1,529,125	1,592,771
Receipts from opportunity shops		1,183,242	1,095,957
Interest		12,692	14,806
Other receipts		34,081	58,396
Payments to suppliers and employees		(2,669,101)	(2,551,547)
Net cash flow from operating activities	8	90,039	210,383
CASH FLOWS FROM INVESTING ACTIVITIES			
Payments for plant & equipment		(39,801)	(4,245)
Net cash flow from investing activities		(39,801)	(4,245)
CASH FLOWS FROM FINANCING ACTIVITIES			
Payments for lease repayments		0	(33,999)
Net cash flow from investing activities		0	(33,999)
Net increase (decrease) in cash held		50,238	172,139
Cash at beginning of year		726,180	554,041
Cash at end of year	3	776,418	726,180

Notes to the Financial Statements

for the Year Ended 30 June 2016

NOTE 1: Summary of Significant Accounting Policies

Basis of Preparation

The financial statements are special purpose financial statements prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Reform Act 2012 (Victoria) and the Australian Charities and Not-for-profits Commissions Act, 2012 (ACNC Act) and associated regulations. The accounting policies adopted are appropriate to meet the needs of the members of Doncaster Community Care and Counselling Centre Inc. The Board of Management has determined that the association is not a reporting entity.

The financial statements have been prepared in accordance with the recognition and measurement requirements specified by the Australian Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') and the disclosure requirements of AASB 101 'Presentation of Financial Statements', AASB 107 'Statement of Cash Flows', AASB 108 'Accounting Policies, Changes in Accounting Estimates and Errors', AASB 1031 'Materiality', AASB 1048 'Interpretation of Standards' and AASB 1054 'Australian Additional Disclosures', as appropriate for not-for-profit oriented entities

The following significant accounting policies, which are consistent with the previous year unless stated otherwise, have been adopted in the preparation of these financial statements.

a. Plant, equipment and motor vehicles

Plant and equipment and motor vehicles are carried at cost less, where applicable, any accumulated depreciation.

The depreciable amount of all fixed assets is depreciable over the useful lives of the assets to the association commencing from the time the asset is held ready for use.

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains or losses are included in the income statement.

b. Impairment of Assets

At the end of each reporting period, the board of directors assesses whether there is any indication that an asset may be impaired. If such an indication exists, an impairment test is carried out on the asset by comparing the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, to the asset's carrying value. Any excess of the asset's carrying value over its recoverable amount is expensed to the income statement.

c. Trade and Other Payables

Trade and other payables represent the liability outstanding at the end of the reporting period for goods and services received by the association during the period, which remain unpaid. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.

d. Employee Benefits

Provision is made for the association's liability for employee benefits arising from services rendered by employees to the end of the reporting period.

Employee benefits that are expected to be settled within one year have been included as current liabilities. Employee benefits payable later than one year have been included as non-current liabilities.

Contributions made by the association to employee superannuation funds are charged as expenses as and when incurred.

e. Revenue

Revenue is measured at the fair value of the consideration received.

Interest revenue is recognised as it accrues.

Non-reciprocal grant and donation revenue is recognised in the income statement when the entity obtains control over the funds, which is generally at the time of receipt. If conditions are attached to the grant that must be satisfied before the association is eligible to receive the contribution, recognition of the grant as revenue is deferred until those conditions are satisfied.

When grant revenue is received whereby the entity incurs an obligation to deliver economic value directly back to, or at the direction of, the contributor, this is considered a reciprocal transaction and the grant revenue is recognised in the balance sheet as a liability until the service has been delivered to, or at the direction of the contributor. Otherwise the grant is recognised as income on receipt.

All revenue is stated net of the amount of goods and services tax (GST).

f. Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Tax Office. In these circumstances, the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the statement balance sheet are shown inclusive of GST.

g. Income Tax

No provision for income tax has been made as the entity is exempt from income tax under Div 50 of the Income Tax Assessment Act 1997.

h. Economic dependence

Doncaster Community Care and Counselling Centre Inc. is dependent on the Department of Human Services and the Manningham City Council for a substantial amount of its revenue used for its operations. At the date of this report the Board of Directors has no reason to believe the Department of Human Services or Manningham City Council will not continue to support Doncare.

NOTE 2: Revenue

	2016	2015
	\$	\$
Government grants and subsidies	729,357	698,289
MCC grants and subsidies	458,076	441,274
Donations and fundraising activities	278,598	390,826
Opportunity shop revenue	1,183,242	1,095,957
Interest	12,692	14,806
Sundry income	77,549	50,427
Profit on disposal of fixed assets	-	-
Total revenue	2,739,514	2,691,579

NOTE 3: Cash and Cash Equivalents

	2016	2015
	\$	\$
Cash at bank and on hand	547,185	496,947
Bank Term Deposits	229,233	229,233
	776,418	726,180

NOTE 4: Other Current Assets

	2016	2015
	\$	\$
Prepayments	21,578	18,988
Sundry debtors	45,175	4,678
Security deposits	70,251	69,870
	137,004	93,536

NOTE 5: Plant, Equipment and Motor Vehicles

	2016	2015
	\$	\$
Plant, equipment and motor vehicles at cost	368,284	328,484
Less: Accumulated depreciation	(276,702)	(232,543)
	91,582	95,941

NOTE 6: Accounts Payable

	2016	2015
	\$	\$
CURRENT		
Trade creditors & other creditors	41,748	56,686
Income received in advance	200,402	137,308
Car leases	37,901	37,901
	280,051	231,895

NOTE 7: Provisions

	2016	2015
	\$	\$
CURRENT		
Employee entitlements	253,936	220,897

NOTE 8: Cash Flow Information

	2016	2015
	\$	\$
Reconciliation of cash flow from operations with net surplus /(deficit).		
Net surplus/ (deficit)	8,152	42,045
Non cash flows in loss from ordinary activities		
- Depreciation	44,160	56,174
Changes in assets and liabilities		
- Decrease (Increase) in other current assets	(43,468)	7,969
- Increase (decrease) in payables	(14,938)	33,109
- Increase (decrease) in income in advance	63,094	62,382
- Increase (decrease) in provisions	33,039	8,704
Cash inflow (outflows) from operations	90,039	210,383

Directors' Declaration in relation to the Financial Report for the Year Ended 30 June 2016

- The Board of Management has determined that the association is not a reporting entity because there are no users dependent on general purpose financial statements. Accordingly, as described in Note 1 to the financial statements, the attached special purpose financial statements have been prepared for the purposes of complying with the Associations Incorporation Reform Act 2012 (Victoria) and the Australian Charities and Not-for-profits Commission Act 2012 (ACNC Act) and associated regulations;
- the attached financial statements and notes comply with the Accounting Standards as described in Note 1. to the financial statements.
- the attached financial statements and notes give a true and fair view of the incorporated association's financial position as at 30 June 2016 and of its performance for the financial period ended on that date; and
- at the date of this statement there are reasonable grounds to believe that the incorporated association will be able to pay its debts as and when they become due and payable.

The statement is made in accordance with a resolution of the Board of Management and is signed for and on behalf of the Board by:

Signed:


Anthony Monley

President

Dated: 11th August 2016

Signed:


Des Galgut

Treasurer

Dated: 11th August 2016

Op Shop Locations

BULLEEN PLAZA

Shop 2A, Bulleen Plaza,
Manningham Road,
Bulleen
MELWAY REF: 32 G7

TEL: 9852 0102
OPEN:
M-F: 9:30am-5:00pm
SAT: 10:00am-2:00pm

NORTH BLACKBURN

Shop 38,
66-104 Springfield Road,
North Blackburn
MELWAY REF: 47 K7

TEL: 9878 6479
OPEN:
M-F: 9:00am-5:30pm
SAT: 9:00am-5:00pm

BRENTFORD SQUARE

Shop 45, Brentford Square,
Canterbury Road,
Forest Hill
MELWAY REF: 62 G2

TEL: 9894 4982
OPEN:
M-F: 9:30am-4:30pm
SAT: 9:30am-Noon

TEMPLESTOWE VILLAGE

Rear Shop 23,
Anderson Street,
Templestowe
MELWAY REF: 33 E4

TEL: 9846 5176
OPEN:
M-F: 10:00am-4:00pm
SAT: 10:00am-12:30pm

JACKSON COURT

Shop 70 Jackson Court,
Doncaster East
MELWAY REF: 47 K1

TEL: 9840 2420
OPEN:
M-F: 9:30am-4:30pm
SAT: 10:00am-2:00pm

TUNSTALL SQUARE

Shop 34, Tunstall Square
Shopping Centre,
Beverley Street,
Doncaster East
MELWAY REF: 48 D2

TEL: 9841 5921
OPEN:
M-F: 9:30am-4:30pm
SAT: 10:00am-1:30pm

MACEDON PLAZA

Shop 4, Macedon Plaza,
Cnr Manningham Road
& High Street,
Lower Templestowe
MELWAY REF: 33 B9

TEL: 9850 9769
OPEN:
M-F: 10:00am-5:00pm
SAT: 10:00am-2:00pm

doncare

Doncaster Community Care
and Counselling Centre Inc.
www.doncare.org.au



Protecting personal and sensitive information is a key element of Doncare's work. Names and identifying details have been changed to protect the privacy of individuals.